

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: CHENG
 Serial Number: 09/607,914
 Filing Date: June 29, 2000
 Title: METHODS AND SYSTEMS FOR CUSTOMER LIFECYCLE
 DEFINITION AND CATEGORIZATION

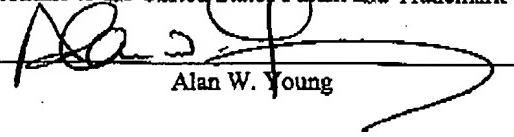
Group Art Unit No.: 3623

Examiner: SHAFFER

Att'y Docket: ORCL5638

CERTIFICATE OF TRANSMISSION

I hereby certify that this Amendment and the document(s) referred to herein is/are being transmitted by facsimile to the United States Patent and Trademark Office TC3600 Fax No. 703-872-9327 on October 30, 2003.


 Alan W. Young

Date

Oct 30, 2003

 RECEIVED
 CENTRAL FAX CENTER

OCT 30 2003

Honorable Commissioner for Patents
 PO Box 1450
 MS AF
 Alexandria, VA 22313-1450

TRANSMITTAL LETTER

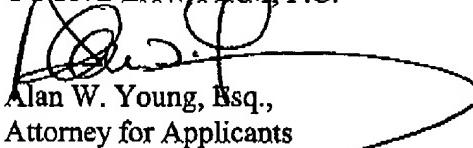
Sir:

In response to the Office Action dated July 2, 2003, Applicant submit herewith the following:

- 1) Amendment After Final (18 pages), and
- 2) PTO Form 2038 authorizing the USPTO to charge the 1.17(a)(1) fee for a one-month extension of time to the credit card specified therein (1 page)

If any unresolved issues remain, please contact Applicant's attorney at the telephone number indicated below.

Respectfully submitted,
 YOUNG LAW FIRM, P.C.


 Alan W. Young, Esq.,
 Attorney for Applicants
 Registration No. 37,970
 4370 Alpine Road, Suite 106
 Portola Valley, CA 94028
 Telephone: (650) 851-7210
 Facsimile: (650) 851-7232

Date: October 30, 2003